

121103

UTILITY PATENT APPLICATION TRANSMITTAL <i>(Only for new nonprovisional applications under 37 CFR 1.53(b))</i>	<i>Title of Invention</i>	Managing the Selection of Performance Interventions in a Contact Center
	<i>Named Inventor(s)</i>	Rick Baggenstoss; John C.C. McIlwaine; Jennifer C. East; and Lisa Marie Foley
	<i>Attorney Docket</i>	07117.105017
	<i>Express Mail Label No.</i>	EV 330778786 US

22581 U.S. PTO
10/733137

121103

APPLICATION ELEMENTS	Commissioner for Patents ADDRESS TO: Mail Stop Patent Application P.O. Box 1450 Alexandria, VA 22313-1450
<p>1. <input checked="" type="checkbox"/> Fee Transmittal Form <i>(Submit an original, and a duplicate for fee processing)</i></p> <p>2. <input checked="" type="checkbox"/> Applicant claims small entity status. See 37 CFR 1.27.</p> <p>3. <input checked="" type="checkbox"/> Specification, Claims, and Abstract Total Pages 71</p> <p>4. <input checked="" type="checkbox"/> Drawings Total Sheets 18</p> <p>5. Oath or Declaration Total Pages 4</p> <p>a. <input checked="" type="checkbox"/> Unexecuted (original or copy)</p> <p>b. <input type="checkbox"/> Copy from prior application (37 CFR 1.63(d)) <i>(for continuation/divisional with Box 17 completed)</i></p> <p>(i) <input type="checkbox"/> <u>DELETION OF INVENTOR(S)</u> Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b).</p> <p>6. <input type="checkbox"/> Application Data Sheet. See 37 CFR 1.76.</p> <p>7. <input type="checkbox"/> CD-ROM or CD-R in duplicate, large table or Computer Program <i>(Appendix)</i></p> <p>8. Nucleotide and/or Amino Acid Sequence Submission <i>(if applicable, all necessary)</i></p> <p>a. <input type="checkbox"/> Computer Readable Form (CRF)</p> <p>b. Specification Sequence Listing on:</p> <p>i. <input type="checkbox"/> CD-ROM or CD-R (2 copies); or</p> <p>ii. <input type="checkbox"/> paper</p> <p>c. <input type="checkbox"/> Statement verifying identity of above copies</p>	<p>ACCOMPANYING APPLICATION PARTS</p> <p>9. <input type="checkbox"/> Assignment Papers (cover sheet & document(s))</p> <p>10. <input type="checkbox"/> 37 CFR 3.73(b) Statement <i>(when there is an assignee)</i></p> <p><input type="checkbox"/> Power of Attorney by assignee</p> <p>11. <input type="checkbox"/> English Translation Document <i>(if applicable)</i></p> <p>12. <input type="checkbox"/> Information Disclosure Statement (IDS) PTO-1449</p> <p><input type="checkbox"/> Copies of IDS Citations</p> <p>13. <input type="checkbox"/> Preliminary Amendment</p> <p>14. <input checked="" type="checkbox"/> Return Receipt Postcard (MPEP 503) <i>(Should be specifically itemized)</i></p> <p>15. <input type="checkbox"/> Certified Copy of Priority Document(s)</p> <p>16. <input checked="" type="checkbox"/> Assignee: <u>Knowlagent, Inc.</u> <u>157 Royal Drive, Building 200,</u> <u>Suite 100, Alpharetta, GA 30022</u></p> <p>19. <input type="checkbox"/> Other: _____</p>
<p>17. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information:</p> <p><input type="checkbox"/> Continuation <input type="checkbox"/> Divisional <input checked="" type="checkbox"/> Continuation-in-part (CIP) of prior application No: 10/602,804</p> <p>Prior application information: Examiner: Group/Art Unit:</p> <p>For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 5b, is considered as being part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation <u>can only</u> be relied upon when a portion has been inadvertently omitted from the submitted application parts.</p>	
<p>18. CORRESPONDENCE ADDRESS:</p> <p>Michael L. Wach, Patent Agent KING & SPALDING LLP 45th Floor 191 Peachtree Street, N.E. Atlanta, Georgia 30303</p> <p>By: <u>[Signature]</u> Reg. No. 54,517 Date: December 11, 2003 Telephone: 404.572.4600 Facsimile: 404.572.5145 Customer No. 20786</p>	

FEE TRANSMITTALAttorney Docket No. 07117.105017
Express Mail Label No. EV330778786US

This sheet accompanies a patent application transmittal for the following application:

Inventor(s): **Rick Baggenstoss et al.**
Filing Date: **December 11, 2003**
Title: **Managing the Selection of Performance Interventions in a Contact Center**

The filing fee is calculated as shown below:

1. FILING FEE:

SMALL ENTITY			LARGE ENTITY	
FOR:	FEE	FEE PAID	FEE	FEE PAID
<input checked="" type="checkbox"/> UTILITY FILING FEE	\$385	385	\$770	
<input type="checkbox"/> DESIGN FILING FEE	\$170		\$340	
<input type="checkbox"/> PLANT FILING FEE	\$265		\$530	
<input type="checkbox"/> REISSUE FILING FEE	\$385		\$770	
<input type="checkbox"/> PROVISIONAL FILING FEE	\$80		\$160	
SUBTOTAL (1)		\$385		\$xxx

2. CLAIMS:

SMALL ENTITY				LARGE ENTITY		
FOR:	NO. FILED	NO. EXTRA	RATE	FEE	RATE	FEE
TOTAL CLAIMS	45 - 20 =	25	x 9 =	225	x 18 =	
INDEP. CLAIMS	6 - 3 =	3	x 43 =	129	x 86 =	
<input type="checkbox"/> MULTIPLE DEPENDENT CLAIM PRESENTED			+145 =		+290 =	
SUBTOTAL (2)				\$354		\$xxx

3. ADDITIONAL FEES:

SMALL ENTITY			LARGE ENTITY	
FOR:	FEE	FEE PAID	FEE	FEE PAID
<input type="checkbox"/> LATE FILING, FEE OR OATH	\$65		\$130	
<input type="checkbox"/> NON-ENGLISH SPECIFICATION	\$130		\$130	
<input type="checkbox"/> OTHER				
SUBTOTAL (3)		\$xxx		\$xxx

TOTAL FILING FEES: \$739.00A check is enclosed for the total amount: **\$739.00**☒ Charge any additional fees required under 37 C.F.R. 1.16 or 1.17 to Deposit Account 11-0980.KING & SPALDING LLP
45th floor,
191 Peachtree Street, N.E.
Atlanta, Georgia 30303
Telephone: 404.572.4600By: Michael L. Wach, Patent Agent for Applicant
Reg. No. 54,517

Date: December 11, 2003

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